



595 W. State Street  
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[www.aschealthclinic.org](http://www.aschealthclinic.org)

Dear Volunteer Applicant:

Thank you for your interest in volunteering with our clinic. We invite you to look at our website to learn more about our clinic and its operations. Attached is a description of the volunteer opportunities. Our need for volunteers changes from time to time. If we cannot use your services at this time, please feel free to check back with us at a later date.

Attached you will find our volunteer application. If you meet our minimum requirements and if you wish to apply, please complete the application and bring it to the orientation. Orientations are typically held once every three months in the evening.

Minimum requirements:

1. Due to the confidential and professional requirements of the medical field, we regret that we are unable to accommodate volunteers under age 17.
2. Volunteers must be available during our hours of operation: Monday through Friday, 9am to 4pm; Monday and Tuesday 9am-7pm. We do not have any weekend hours.
3. Volunteers must agree to make, minimally, a one year commitment to the organization. This includes a minimum of 3 hours per month twice a month for the first three months and 3 hours per month for the remaining nine months.
4. Volunteers must have a personal interview to determine the compatibility of your skills and interests with those of the organization.
5. Volunteers must complete an application and attend the volunteer orientation prior to starting.
6. Volunteers with direct patient contact must be screened for tuberculosis. The clinic will provide this screening test at no charge if you do not have current proof from your physician or employer.

Please don't hesitate to call or email me if you have any further questions.

Sincerely,

*Peggy Dator*

Peggy Dator, MSW  
Executive Director

ANN SILVERMAN COMMUNITY HEALTH CLINIC

**CLINICAL VOLUNTEERS**

**Physicians, CRNPs, Dentists, Dental Hygienists**

**Criteria: Must be licensed in Pennsylvania either under an active license or the retired volunteer license**

1. Completes a thorough and accurate assessment of the patient and orders any pertinent diagnostic testing, referrals, or medications
2. Provides high quality health services with consideration of the clinic's and the patient's financial resources
3. Discusses the need for any expensive diagnostic testing (MRIs, CT Scans, etc.) or specialist referrals with the Clinic or Dental Program Coordinator to ensure the patient is informed of the appropriate procedures
4. Provides follow-up consultation with staff when requested
5. Serves as a resource for other clinic health care practitioners
6. Brings any issues that are potential concerns or liabilities for the clinic to the attention of the Clinic or Dental Program Coordinator or the Medical Director
7. Participates in credentialing process required for volunteer physicians if not already on staff at Doylestown Hospital
8. Participates in interview process with clinical staff
9. Maintains current medical or clinical license and malpractice insurance in accordance with regulations and state law.

**Minimum Time Commitment: 2- 3 hour block of time at least once monthly**

**Nurse**

**Criteria: Must be licensed nurse in Pennsylvania**

**Clinic Nurse**

- a. Assist Nurse Practitioner or MD in a clinic setting.
- b. Duties will include: obtaining vital signs/ chief complaint/ filling out Physical forms/ reviewing discharge instructions with patient.
- c. Assist in making phone calls to patients or working on charts (thinning or preparing charts for next day appts.) as time allows.

**Minimum Time Commitment: 3 or 4 hour block of time, at least twice monthly**

**Patient Education**

- a. assist Clinic Coordinator and Nurse Practitioner in patient teaching
- b. develop curriculum for preventive care and teach in a group setting
- c. develop and direct 1:1 teaching time with patients who need review of medicines, use of glucometers, etc. with individual sessions of 15-30 minutes within that time frame.

**Minimum Time Commitment: 2 hour block of time. Dates to be determined.**

- d. Community Outreach Nurse - Establish screenings within local community settings. This would include scheduling the events with local contacts and taking supplies to the event.
  - a. BP Screenings-conducted at local food pantries. Referrals to FCOD as needed.  
**Minimum Time Commitment: 3-4 hour block of time on a monthly basis.**
  - b. Health Fairs - development of health screenings for FCOD in partner with an established event.

**Minimum Time Commitment: 4- 8 hours per event (includes prep time)**

**Pharmacist**

**Criteria: Must be licensed pharmacist in Pennsylvania for some duties, otherwise must be detail oriented**

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1. Inventory - ongoing recordings of medication received to the clinic
  - a. record and enter incoming sample medicines and expired medicines into the white notebook.
  - b. enter information into the computer database.
  - c. organize new inventory on the shelves.
  - d. dispose of expired medicines.

**Minimum Time Commitment:** 2 - 4 hour block of time, monthly

2. Prepackaging Medications - Pharmacist prepares stock bottles of medicines doses under direction of the health practitioners.

**Minimum Time Commitment:** 1-2 hour block of time, monthly

3. Patient Teaching – Pharmacist will develop and teach medication related issues for patients in a group setting.

**Minimum Time Commitment:** 1 hour block of time, quarterly

4. Restocking supplies – communicates the need for sample medication to area physicians for use at the FCOD.

- (a) prepare and mail letters to doctors' offices twice a year.
- (b) pick up samples from the offices and bring them to the clinic
- (c) assist with inventory of samples

**Minimum Time Commitment:** Variable, twice annually

### **Social Workers/Professional Counselors**

**Criteria:** Pennsylvania license preferred but not required; working knowledge of community resources; detail oriented; familiarity with addictions and mental illness evaluation and treatment

1. Completes a thorough assessment of the patient's bio-psycho-social situation
2. Makes appropriate recommendations for services and treatment to the patient and the healthcare practitioner when appropriate
3. Completes written assessment and proper documentation in the patient chart
4. Provides follow-up consultation with staff when requested
5. Serves as a resource for other clinic health care practitioners
6. Brings any issues that are potential concerns or liabilities for the clinic to the attention of the Clinic or Dental Program Coordinator or the Medical Director
7. Completes eligibility assessment - assists the Clinic Coordinator in determining clinic patient eligibility.
  - a. instructs patients in eligibility requirements, interviews patients and makes follow up phone calls.
  - b. assists Clinic Coordinator in sending letters to patients, recording eligibility status on chart and recording eligibility status in database.

**Minimum Time Commitment:** 3 hour block of time on a monthly basis.

### **DENTAL PROGRAM SUPPORT VOLUNTEERS**

**Dental Clinic Assistant** - assists dentist and/or hygienist during clinic

**Criteria:** an interest in working in a clinic setting; willing to follow procedures for infection control; x-ray certificate required.

1. Greets the patients in the waiting room, escorts them to the dental operatory, and assists them into the chair

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2. Escorts patients back to waiting room after treatment, assists in setting next appt if necessary, and has patients complete feedback survey form
3. Cleans the chairs in between patients and prepares dental trays for next patient
4. Final cleaning and room set up after completion of clinic
5. Take x-rays as directed
6. Sends x-rays through the developer
7. Prepares instruments for sterilization
8. Other duties as needed

**Minimum Time Commitment: Clinic hours vary; usually 9 AM – 12 noon, minimally once monthly**

### OTHER NON-CLINICAL VOLUNTEER OPPORTUNITIES

**Bilingual Interpreters** – assists English speaking clinical staff with communications with non-English speaking patients.

**Criteria: detail oriented, willingness and interest in one-to-one contact with patients, ability to comfortably probe for personal information required to determine medical issues. Prior training in medical interpreting preferred but not required; training will be provided.**

1. uses specific interpretation techniques to bridge communications between the healthcare provider and the patient
2. makes telephone calls to patients to schedule appointments and to relay information between patients and the clinical staff
3. translates discharge instructions for the healthcare provider and reviews the instructions with the patient in the patient's language
4. translates documents from English to another language

**Minimum Time Commitment: twice monthly for two hours, Wednesdays, Thursdays or Fridays, between 8:30am – 4pm.**

**Clerical Assistant** - assists dental coordinator on regular basis with general office tasks

**Criteria: Organized, legible handwriting, able to bend and reach, minimal computer skills**

1. Collates dental packets for patients
2. Addresses and mails patient treatment feedback forms
3. Maintains current dental charts; filing older charts to archive room
4. General office filing
5. Organizes statistics
6. Some computer work: data entry, etc.
7. Other tasks as needed

**Minimum Time Commitment: Tuesdays, 10 – 12 noon, twice monthly**

**Patient Interviewing for Eligibility**

**Criteria: detail oriented, willingness and interest in one-to-one contact with patients, ability to comfortably probe for personal information required to determine clinic eligibility**

1. Eligibility - Assists the Clinic Coordinator in determining clinic patient eligibility.
  - a. instructs patients in eligibility requirements, interviews patients and makes follow up phone calls.
  - b. assists Clinic Coordinator in sending letters to patients, recording eligibility status on chart and recording eligibility status in database.

## ANN SILVERMAN COMMUNITY HEALTH CLINIC

**Minimum Time Commitment: 9-12 noon on Mondays or Fridays, or 5-8 pm Tuesday evenings, at least once monthly**

### Receptionist/Clerk

**Criteria: ability to respond to multiple demands (phone ringing, patients and staff at the desk, etc.), comfort with using the computer, detail oriented, friendly and personable**

1. Greets patients as they come into the clinic, provides and checks intake paperwork
2. Answers the phone (or walk-ins) by accurately determining the patient's needs and making appropriate referrals for services
3. Prepares patient charts and fee tickets for use by the practitioners
4. Accurately completes SBIRT screening assessment and refers the case to the practitioner with GPRA-B when appropriate
5. Files charts in the correct order

**Minimum Time Commitment: 2 hour blocks of time and ability to make a regular weekly or bi-weekly commitment**

### Filing Clerk

**Criteria: ability to correctly alphabetize and file, detail oriented**

1. Files charts in the correct order

**Minimum Time Commitment: 2 hour blocks of time and ability to make a monthly commitment**

### Eligibility Clerk

**Criteria: detail oriented, works with nurse coordinator on eligibility paperwork**

1. prepares and mails form letters to patients
2. files charts in the correct order

**Minimum Time Commitment: 2 hour blocks of time and ability to make a monthly commitment**

### Copying/Mailing Clerk

**Criteria: detail oriented, works with nurse coordinator on insurance applications and paperwork**

1. copies applications and forms
2. prepares applications for mailing

**Minimum Time Commitment: 2 hour blocks of time and ability to make a monthly commitment**

### Pharmacy Inventory and Data Entry

**Criteria and Time Commitment: detail oriented,**

1. assists nurse coordinator with pharmacy inventory
2. records incoming and outgoing medications in spreadsheet
3. discards unused or expired medications
4. shelves new medications after adding to inventory spreadsheet

**Minimum Time Commitment: 2 hour blocks of time and ability to make a monthly commitment**

### Fundraising/Mailing

**Criteria and Time Commitment: detail oriented, availability for three hours during campaign preparation (early October, February, May)**

1. prepares mailing by folding letters, stuffing envelopes, etc.